

**Housing Management System
Business Case
Revision 3 (August 11, 2004)**

Business Requirements:

The scope of this project is intended to provide a housing management system to replace a current system used by the North Dakota University System institutions and to provide additional functionality. The current system operates on the legacy computer system which will be discontinued as part of the ConnectND project. Additionally, the current software is outdated, will no longer be supported, and does not meet the management needs of the institutions in today's environment. The Housing Management System will interface with the ConnectND system.

The system will operate in a Windows like environment with web browser access and will be secured so that each institution will see their information; however, reporting could also take place at the NDUS level. Workflow will have the ability to be automated with notification, approval, and acceptance signoff being done electronically.

Functional areas managed in this implementation include:

- Application Management consisting of processing requests, maintaining waiting list of applications and conditional reservations for special groups/populations.
- Assignment processing for new and returning applicants including roommate matching services. Also includes managing assignment changes and the resulting financial transactions.
- Room Management which consists of designing size, occupancy, and rates for each available room or apartment. Also includes amenities, inventory tracking that allows rentals such as furniture, appliances, and technology.
- Billing Management to consist of room rate management per term and/or month, miscellaneous charges including deposits, installments, fees, generate accounts receivable for single billings or installments, designate income to appropriate fund by hall, apartment or function, record and track damages, assign charges/credits by groups or individuals, reconciliation, third party billing for apartments, residence halls or conferences.
- Report Management which consists of design reports (break housing, flat sheets, single rooms) financial statements, hoc report capability on-line/hard copy, menu of reports for other departments (admissions, parking, telecommunications). Also includes incident reporting and behavioral/judicial tracking.
- Miscellaneous Management to consist of keys, mailboxes, DSL, garages/storage rental, conference housing, client tracking/communication.

Cost/benefit Analysis:

It is the intent of the project to begin by October 2004 and complete implementation at MSU, NDSU, and UND prior to June 30, 2005. Other state institutions will have installation take place after completion at MSU, NDSU, and UND.

This project is necessary to continue housing management operations at all NDUS institutions. Continuation of the existing legacy system is not an option as this system will be discontinued after implementation of the ConnectND system.

Estimated Implementation Cost:

Vendor Software and Implementation	\$360,900
Hardware	\$36,000
Software	\$22,500
Personnel	\$264,896
Other	\$12,000
TOTAL DIRECT COST	\$696,296
In-kind Contributions (mostly personnel)	\$99,880
TOTAL PROJECT COST	\$796,176

Estimated Biennium Cost:

Vendor Software and Implementation	\$100,800
Hardware	\$24,000
Software	\$9,000
Personnel	\$74,881
Other	\$2,400
TOTAL DIRECT COST	\$211,081
In-kind Contributions (mostly personnel)	\$126,173
TOTAL PROJECT COST	\$337,254

The benefits of this project will be to improve efficiencies, enable new capabilities, and gain access to information for students and personnel in a timely manner. Having a system that interfaces with the ConnectND system will allow for these capabilities.

Funding has been secured for this project and includes monies for backfilling positions so that the best and most knowledgeable campus personnel in this field will be on the project. Not only is this a benefit but also reduces the risk involved with the project.

Risk Analysis:

The following is a listing of identified risks:

- With the discontinuation of the legacy system and without a replacement system the North Dakota University System institutions would not have a housing management system in place.
- Without a replacement system reverting to a manual “shadow” system would increase management and administrative costs.
- The risk of failure has been reduced by budgeting backfill monies so that those personnel with the most expertise can be brought onto the project for implementation.
- Risk has also been reduced by using the “train the trainer” method of training so that a larger pool of personnel can be educated on the new system and expertise is retained within the organization as specialists.
- Some institutions have been users on the current legacy system. For the past four years, two institutions have looked at vendors for a housing management system and have identified what is needed in a new product. All NDUS institutions are committed and determined to develop overall best practices statewide. This knowledge will reduce the risk of a product that does not fulfill the needs of the institutions as a system.
- Risk has also been reduced by the best practice of interviewing other Higher Education institutions in the country to gain advice on what their experience has been with vendors they are using or have had a bad experience in their search for a replacement system on their campus.